Communities and Justice

JP Online – new security measures

On Monday 3 July, important security updates will be introduced to JP Online.

These include the introduction of two-factor authentication, CAPTCHA and account timeout features.

These enhancements will affect the way you next log in to JP Online, and change how you log in when you have entered an incorrect password.

Two-factor authentication

When you next log in to JP Online, you will be prompted to enable two-factor authentication by resetting your password. We encourage you to log in as soon as possible after 3 July.

Please see below a step-by-step guide on how to reset your password.

Step 1: go to log in to page

Go to the JP Online log in page.

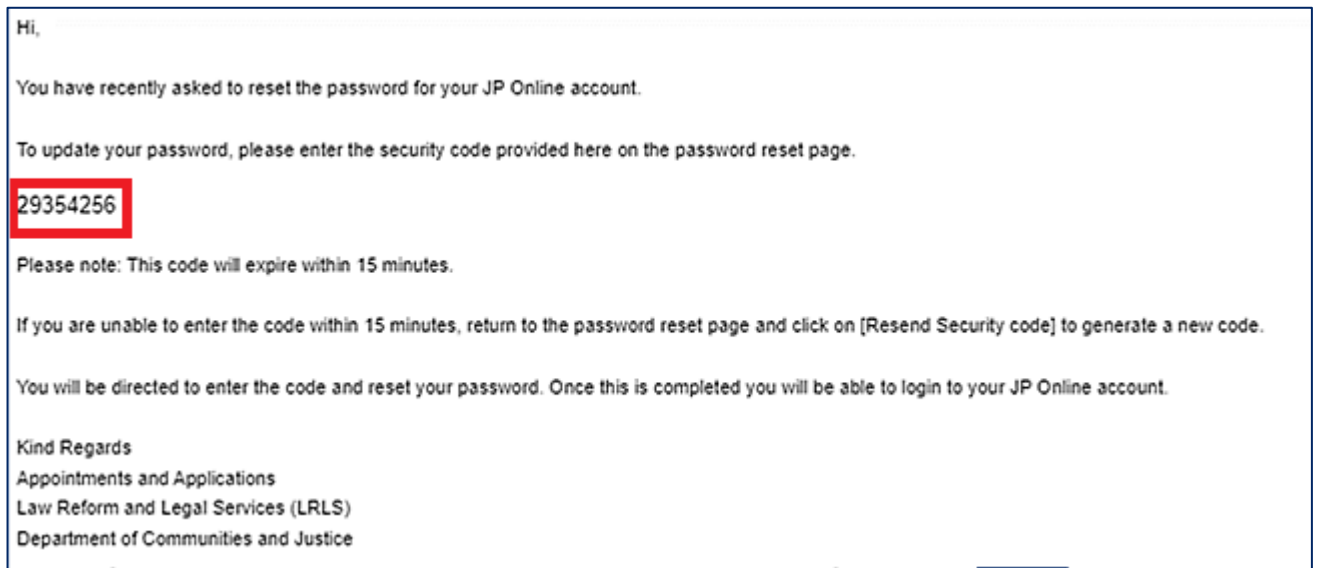Enter your username and current password.

Click **Log in**.

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Step 2: retrieve security code

A unique verification code will be sent to your registered email address.

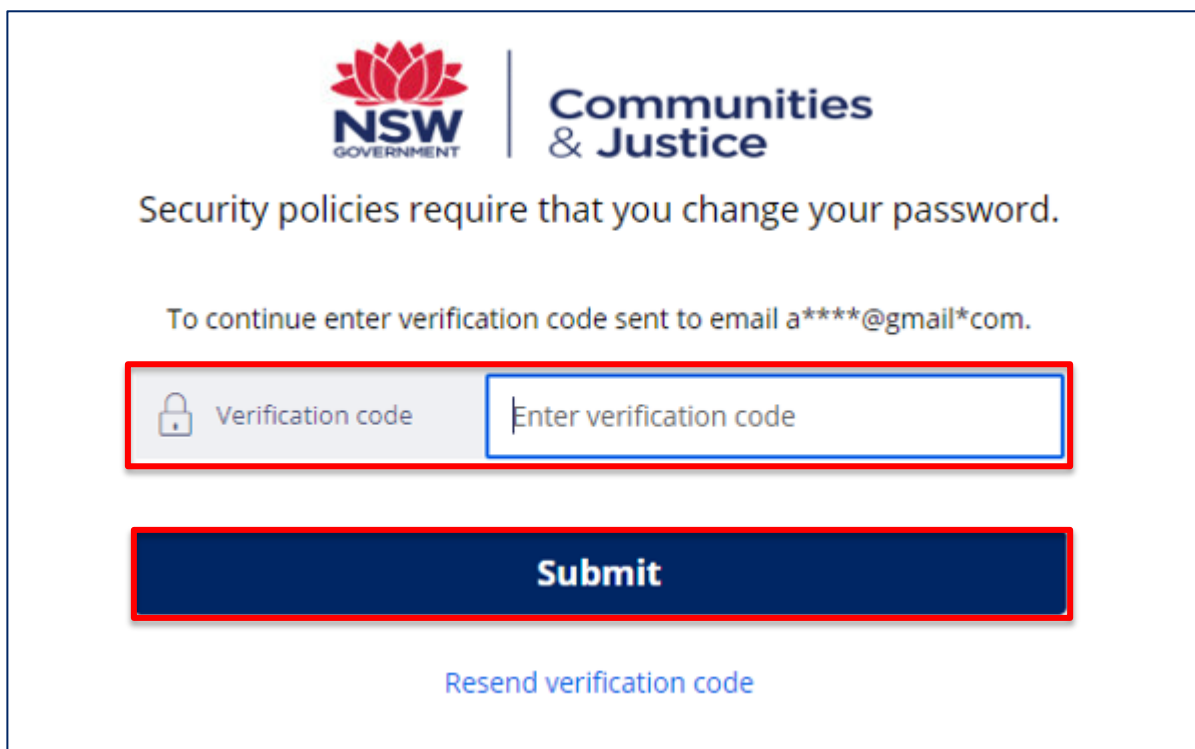Copy or write down the code that was sent to you via email. (Do not close the JP Online log in page.)

Hi,

You have recently asked to reset the password for your JP Online account.

To update your password, please enter the security code provided here on the password reset page.

29354256

Please note: This code will expire within 15 minutes.

If you are unable to enter the code within 15 minutes, return to the password reset page and click on [Resend Security code] to generate a new code.

You will be directed to enter the code and reset your password. Once this is completed you will be able to login to your JP Online account.

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Step 3: enter the security code

Return to the JP Online log in page and enter the code in the verification code field.

Click **Submit.**

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Step 4: create a new password

You will now be prompted to create a new password for your JP Online account. Enter the new password in the **New Password** field.

Make sure you follow the password requirements. Passwords for JP Online require at least:

- 10 characters
- 1 lowercase character
- 1 uppercase character
- 1 numerical character (1, 2, 3, 4, 5, 6, 7, 8 9)
- 1 special character (!@#$^)

Re-type the new password in the **Confirm Password** field.

Click **Change Password**.

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Step 5: password change successful

Provided you have met the password requirements and the new passwords entered match, the following screen will appear confirming that you have successfully changed your password.

You can then click **Continue to login** to access JP Online.
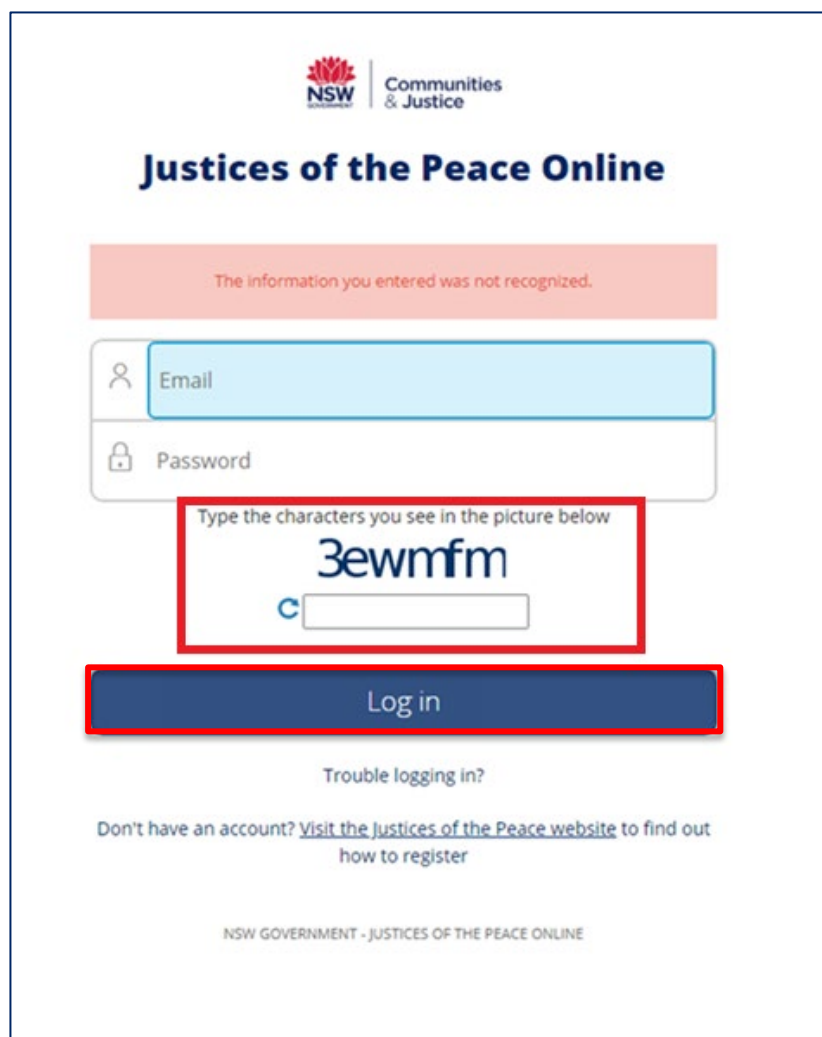
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CAPTCHA and account timeout

If you enter an incorrect password when you next attempt to log in to JP Online, you will be prompted to enter a CAPTCHA. This is a randomly generated sequence of letters and numbers that will appear on screen.

After four incorrect password attempts, your account will lock for 30 minutes. You must wait for this time to pass before you can attempt to log in again or reset your password.

CAPTCHA

Below is an example of what a CAPTCHA will look like. Copy the sequence of characters and numbers in the field directly below after entering your email and password. Then, click **Log in**.
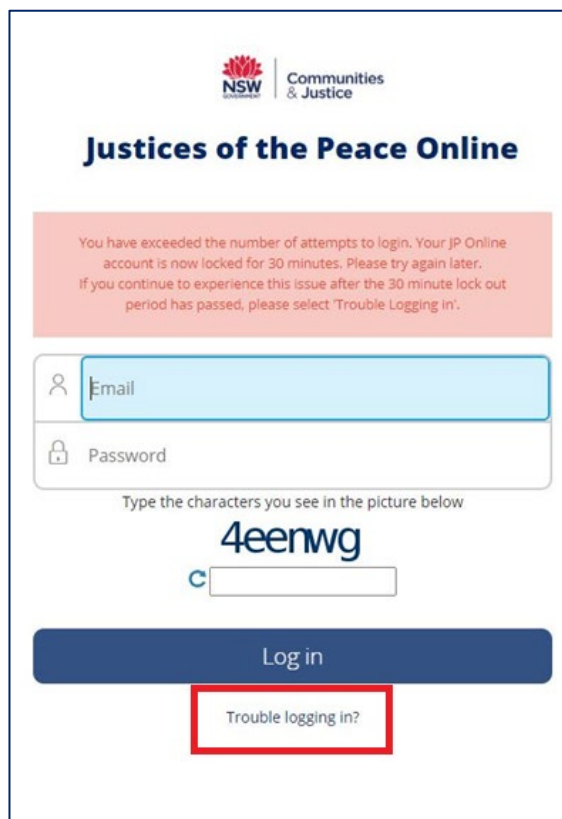
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Account timeout

After four repeated incorrect login attempts, your account will lock for 30 minutes. (See pictured below in red.)

You must wait for this time to pass before you can attempt to log in again or reset your password.

To reset your password, click **Trouble logging in?** You can also refer to the Trouble logging in guide

Additional support

For additional support, please contact the Appointments and Applications team.

- Email jp@dcj.nsw.gov.au
- Call the JP Infoline on 02 8688 0500 (8.30am-11.30am and 1.30pm-3.30pm, Monday to Friday)